

UCA 1 - Position Description Program Integrity

Job Classification: Unemployment Compensation Associate 1

Job Title: Fraud Detection Tech

Date: 10-05-16

Position Summary

Under close supervision, responsible for identification and case development of fraud/overpayment issues resulting from returned wage earnings audits. Scan and enter into database the employer(s) provided wage detail. Call employer(s) or their representative for corrected or missing information and document changes. Place holds when appropriate to prevent payment of benefits. Determine case assignment to adjudication centers via UIBNET

55% A. CENTRALIZED ISSUANCE OF DETERMINATIONS.

- A1. Investigate and issue decisions based upon the claimant's failure to report work and wages and if the claimant worked 32 or more hours for one or more employers.
- A2. Communicate by telephone or in writing with claimants and employers as needed during the investigation
- A3. Complete timely and quality investigations. Enter decision, allowing, suspending or disqualifying benefit payments.
- A4. Calculate overpayment and forfeiture amounts and enter overpayment and forfeiture decisions into the disputed claims system
- A5. Contact employer/employer representatives to clarify information when needed
- A6. Determine intent or no intent base upon department guidelines and assess appropriate penalties.
- A7. Amend, set aside, or redetermine prior decisions as appropriate based on new or subsequent Information.
- A8. Maintain a database of assigned cases
- A9. Forward objections and appeal packages received to the appropriate Benefit Center or Hearing Offices.

20% B. IDENTIFICATION OF FRAUD/OVERPAYMENT ISSUES RESULTING FROM RETURNED WAGE EARNINGS AUDITS.

- B1. Process (sort and tally) returned Wage/Audits.
- B2. Review audits for completion, accuracy and relevancy

- B3. Mail audits to additional employers as appropriate.
- B4. Enter wage data on appropriate fraud screens.
- B5. Answer calls from employers concerning wage audits.
- B6. Send follow-up requests to employer(s) that failed to respond to requests or to those who provided incorrect or missing wage data.

15% C. CASE DEVELOPMENT OF IDENTIFIED FRAUD/OVERPAYMENT ISSUES

- C1. Review wage/earnings audit forms and other applicable documents to identify eligibility issues requiring resolution.
- C2. Contact employers to clarify questionable wages or separation information.
- C3. Obtain additional wage information using the Weekly Earnings Report, Form UCF-350
- C4. Associate audit report(s) with the computer generated interview notice(s) and prepare worksheet(s) calculating the overpayment(s).
- C5. Review the disputed claim record DCIQ to avoid duplication of adjudication efforts. Consult with the adjudicator(s) to clarify issue status
- C6. Place payment holds on disputed claims record.
- C7. Forward documentation with applicable notification to the adjudicator or Adjudication office

5% D. PROCESSING OF COMPLEX CONTINUED CLAIMS.

- D1. Authorize payment of complex claims based on knowledge of regular, state or federal extended, disaster assistance, and supplemental benefit programs, including identifying issues, comparing disputed records, entering new issues, and returning improperly established claims to local offices for appropriate action, to prevent overpayments or UI fraud

5% E. OTHER DUTIES AS ASSIGNED

- E1. Assist other staff in completing their tasks to meet the mission of the unit.
- E2. Take employer calls related to crossmatch questions.
- E3. Answer and route calls when receptionist back up is needed.

SKILLS, KNOWLEDGES AND ABILITIES.

In depth knowledge of the UI law and department guidelines as it pertains to work and wage and 32 hours issues when potential fraud has been discovered.

- 1) Effective communications skills.
- 2) Use of personal computer, applicable software and mainframe applications.
- 3) Knowledge of office systems and procedures.
- 4) Operation of office equipment such as calculators, copy machines, check duplicator, and fax machines.
- 5) Telephone operation and etiquette in dealing with people under stress.
- 6) Knowledge and ability to spell correctly and to use correct grammar.
- 7) Ability to work independently and as a team member.
- 8) Specific knowledge of adjudication practices and procedures and the entry of disputed claims decisions including computing overpayment.
- 9) Ability to conduct fact-finding investigations and reach conclusions in accordance with law and policy.